



The Commission on Peace Officer Standards and Training is pleased to announce a pilot presentation of a recently developed public safety dispatcher in-service training course:

The Public Safety Dispatcher's Role in Officer Safety

The goal of this course is to provide tools for incumbent public safety dispatchers to improve their skill and effectiveness in handling communications with officers in the field. Emphasis is placed upon building professional credibility and promoting trust through the dispatcher's proactive anticipation of the needs of field personnel and the informed awareness and assessment of risk indicators or danger signs. The specific objectives of the course are to provide the dispatcher with the ability to: efficiently gather and properly interpret call details in order to appropriately assess service implications and potential information needs, recognize possible threats and hazards to officers in the field, explain elements which contribute to or which could potentially compromise officer safety, and detect changes in officer behavior or demeanor which may be indicative of the need for a modified or enhanced response. The course methodology involves assessment of actual calls for service involving diverse threats and real world situations facing field officers. A variety of issues will be addressed such as the implications of complacency, tunnel vision, excited delirium, non-conventional weaponry and tactics, and the connection to the emotional wellness and survival of emergency services personnel.

Course Date and Location:

Tuesday, April 17, 2012

8:00 a.m. to 5:00 p.m.

1466 Humboldt Road, Chico, California

(Behind the Chico Police Department Main Facility)

(530) 896-7200 (Administrative Line)

There is no cost for this course. Travel and per diem reimbursement will be available by the regular Training Reimbursement Request (TRR) process under POST Plan IV. Attendance is strictly limited to 30 students. As a result, the number of seats available to individual agencies may be limited. Spots in the course may be secured either by e-mail request or by returning the enrollment slip incorporated into this form. A waiting list will be established if necessary. There are a variety of hotels in the area which routinely extend a state government room rate. No hotel rooms have been secured by POST for this event. POST recommends that you avoid making travel arrangements through Internet service providers, as refunds can be difficult or impossible if cancellations become necessary.

ADDITIONAL INFORMATION: Questions regarding this program should be directed to POST Associate Governmental Program Analyst Kathy Hobson at (916) 227-3911 or kathy.hobson@post.ca.gov, or to POST Senior Consultant Lou Madeira at (916) 531-7834 or lou.madeira@post.ca.gov.

ENROLLMENT FORM (The Public Safety Dispatcher's Role in Officer Safety)

Tuesday, April 17, 2012 – Chico Police Department

NAME: _____ AGENCY: _____

TITLE: _____ PHONE: _____

E-MAIL ADDRESS: _____

FAX completed form to Kathy Hobson at (916) 227-0195 or
provide the requested information via e-mail to kathy.hobson@post.ca.gov